



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending September 30, 2004**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.37	7.25	7.17	7.26
B. Operator Answer Time - Information [730.510(a)(1)]	8.14	5.77	5.83	6.58
C. Repair Office Answer Time [730.510(b)(1)]	57.58	73.86 *	46.54	59.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	76.93 *	77.32 *	29.64	61.30 *
E. Percent of Service Installations [730.540(a)]	98.82%	9,840.00%	98.56%	98.59%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	94.63% *	96.88%	95.21%	95.57%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.23	1.28	0.93	1.15
H. Percent Repeat Trouble Reports [730.545(c)]	13.18%	13.12%	13.14%	13.14%
I. Percent of Installation Trouble Reports [730.545(f)]	5.18%	4.63%	5.14%	4.98%
J. Missed Repair Appointments [730.545(h)]	128	101	95	108
K. Missed Installation Appointments [730.540(d)]	236	259	193	229

**Comments**



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